

FourNet Cloud Contact Centre

Pricing – G-Cloud 15 (Lot 2b: Software as a Service)





Core Service Pricing

Named Agent Licensing

Item	Unit	Price (GBP, ex VAT)
Cloud Contact Centre – Named Agent	Per agent / month	£48.59

Concurrent Agent Licensing

Item	Unit	Price (GBP, ex VAT)
Cloud Contact Centre – Concurrent Agent	Per concurrent agent / month	£66.71

Concurrency definition: One concurrent agent licence supports up to 3 named users logged in at any one time.

Optional Add-Ons

Item	Unit	Price (GBP, ex VAT)
Call Recording – Named Agent	Per agent / month	£9.88
Call Recording – Concurrent Agent	Per concurrent agent / month	£13.18
Digital Channels (email, web chat, messaging)	Per agent / month	£0.00
SIP Trunk Channels (optional)	Per channel / month	£12.00

One-Off Charges (Optional)

Item	Unit	Price (GBP, ex VAT)
DDI Number Porting	Per number (one-off)	£15.00

Pricing Notes

Prices are fixed for the duration of the G-Cloud call-off contract. All prices are GBP (£), excluding VAT.

The Cloud Contact Centre service is licensed on a named agent basis by default. Concurrent agent licensing is available as an optional alternative, subject to the defined concurrency ratio.

Connectivity and SIP services are optional. Customers may use their own existing connectivity and SIP provider.

End-user devices, headsets, SBCs and on-premise hardware are excluded from this pricing.

This service is provided as Software as a Service (SaaS) under G-Cloud 15 Lot 2b.



Contact and Further Information

FourNet

Website: www.fournet.co.uk

Email: bidteam@fournet.co.uk

Phone: 0344 863 1110

Registered in England and Wales

Company Number: 05448638

3 Scholar Green Road, Manchester, M32 0TR